

DMCC POLICY REGARDING FOOD & BEVERAGE OPERATIONS DURING RAMADAN 2020

Applicable to all Food and Beverage establishments within DMCC
Free Zone

Table of Contents

Objective and Scope	2
Applicability	2
Policy Statement.....	2
Conditions	2
Operating Hours	3
Defaulters.....	4
Enforcement.....	4
Further Information	4

Objective and Scope

This policy is a mandate for all DMCC Entities offering food and beverage services during the holy month of Ramadan where the food and beverage services during the hours of fasting are strictly prohibited without a valid DMCC licence, and subject to the conditions stipulated in this policy.

Applicability

This policy is applicable to all DMCC Entities offering food and beverage services within Jumeirah Lakes Towers.

Policy Statement

- Food and /or beverage services for dine-in operations during the daytime (for consumption within the food establishment itself) are not allowed without a valid DMCC licence.
- All food and beverage establishments within DMCC Free Zone may function normally after Maghrib Athan (Azan) and their dine-in and outdoor dining areas may be made ready and opened to the public, 30 minutes prior to Iftar time.
- Activities related to the preparation and cooking of food during the daytime, for service after Maghrib Athan (Azan) is permitted.
- Supermarkets, hypermarkets, and convenience stores are not permitted to allow dine-in during fasting hours.
- All food and beverage establishments co-located with a mosque are not permitted to allow dine-in during fasting hours.

Conditions

- Take-Away, Delivery and Dine-In are permitted and it allows dine-in consumption of food and beverages during the hours of fasting, provided that the establishment ensures that consumption of food is completely concealed from the public.
- Activities related to the preparation and cooking of food for take-away and /or delivery are permitted during the daytime.
- Suitable concealment such as dark coloured blinds, shades, curtains or fabric cover is mandatory. No newspaper, magazines pages or any type of transparent (see-through) or unsightly concealment are allowed.

- No outdoor dining facilities are to serve food or shisha during fasting hours whatsoever.
- All food and beverage establishments are not permitted to serve shisha and buffet.
- Dine-in customers are allowed but should occupy only a maximum of 30% of the outlet's capacity.
- A two-meter physical distance should be strictly maintained between individuals.
- All diners and staff should wear masks.
- Only single-use cutlery can be used at food and beverage establishments.

Operating Hours

The food and beverage establishments that wish to operate for extended hours during Ramadan will be permitted to function normally after Maghrib Athan till 4 am provided that the below conditions are followed:

- Ensure that the emission of noise from premises does not exceed a reasonable level (45 DB) and that it should not be audible inside the nearby residential dwelling during normal sleeping hours (i.e. 10 pm – 6 am).
- Retailers with current 'Outdoor Seating Arrangement' must end outside services at midnight & serve customers only indoors.
- No signage or any type of promotional material (flyers, business cards, A-frames, decorations...etc.) will be permitted without prior approval from Concordia.
- Customers must comply with the set DMCC retail parking regulations at all times.
- Master community areas must remain clean at all times. In the event of garbage disposal or damages being caused by customers or retailers deliberately or through negligence, the retailer will be held liable.
- Obtain the necessary permission from the tower building management to operate extended hours during Ramadan.
- Ramadan tents, live entertainment and / or other installations are not permitted anywhere within the Master Community.

Defaulters

- Defaulters will initially be issued a first and final written warning as a corrective measure.
- After receiving the first written warning, if the defaulters commit a second violation, then, a penalty of AED 50,000/- will be charged to those establishments.
- If the defaulting establishment remains non-compliant with the terms of this policy after the first two stages, the licence of the defaulting establishment will be terminated with immediate effect.

Enforcement

- Conditions and controls will be monitored via Concordia Security.
- Random and unannounced inspections will be conducted by the DMCC Compliance Inspectors to ensure compliance with the Ramadan Policy and its implementation.

Further Information

- Please visit our DMCC Help Centre at <http://www.dmcc.ae/helpcentre>
- Contact us at **600 54 DMCC (600 54 3622)** or **+971 4 4249600**.